Features of Building Operations Center

**Monitoring Equipment.** Upgraded monitoring system allows technicians to view multiple systems simultaneously:

- Four 60” LCD flat-panel wall monitors
- Ten 24” LCD desktop monitors
- Six Dell rack-mounted RS5500 Precision Workstations
- One eight-channel video/keyboard, video and mouse (KVM) system

**Communication Systems:** Dedicated phone lines ensure communication between the Center and the university community it supports. The Center now has five digital phone lines and two analog phone lines.

**Back-up Systems:** High-tech advancements now in use at the Center include a powerful backup system to limit potential downtime of our operations and ensure the Center remains in operation regardless of emergencies such as power outages. Features include:

- A dedicated 10-ton cooling system
- A 40 KVA uninterruptable power supply (UPS) system for backup power
- A 40 kilowatt (KW) natural gas generator
What is Building Operations?

Building Operations provides 24/7 year-round monitoring and control of building automation systems (BAS) in nearly 100 buildings at The University of Texas of Austin from a centralized Operations Center.

The building automation systems in the buildings control and monitor the mechanical systems on site for temperature control and energy management. Managing the environmental conditions in buildings is essential in spaces such as university museums, computer rooms, libraries, and laboratories. Managing the energy usage in buildings helps:

• Conserve university resources
• Lessen the university’s environmental impact
• Reduce the university’s utility costs

After-Hours Facilities Response Center

(512) 471-2020

Building Operations also serves as the after-hours call center for all campus maintenance issues. A large and complex university can face facilities-related issues that must be taken care of immediately—even if it’s 2:00 a.m. Trade specialists are on call to respond and address various situations, avoiding extensive property damage, or preventing building downtime. When an issue is identified or called in, the Center’s operator on duty dispatches the appropriate technician to resolve it. The Operations Center documents all call requests and alarms to provide a history of the Center’s activity.

New Building Operations Center

In early 2013, the Facilities Complex Building 3 (FC3) was renovated to consolidate office space, house the Facilities Services Center, and provide a redesigned Operations Center (formerly located in the basement of Manor Garage). The new Operations Center was commissioned and activated in May 2013. As part of a disaster recovery plan, the former center was left partially active to serve as a backup site.

The new 600-square-foot Center offers much-needed space for the group’s expanded 24/7 operations.

Monitoring the University’s Critical Infrastructure

Building automation systems also monitor and control lab systems and other critical infrastructure for proper operation and efficiency. Should there be an operational issue, the BAS will activate an alarm that is sent directly to the Operations Center, where staff evaluate the alarm’s impact and ensure a timely response and resolution. By continuously monitoring these systems, Building Operations plays a vital role in safeguarding research efforts and other important endeavors supporting the university’s mission.

Equipment replacements and technology upgrades were also included in the renovation. These features:

• Improve monitoring the performance of the university’s critical building systems and equipment
• Support an increasingly sophisticated energy management program
• Safeguard the environments that preserve the irreplaceable, such as original artwork, historical documents, and research materials